

Welcome to *Your* Health Centre.

Every
One
Matters.

In 2014, the Health Centre celebrated 25 years of providing health and social services within the city of London. We are one of 75 Community Health Centres (CHCs) operating in Ontario, which are grounded in a community development approach to service design and delivery. CHCs are the only primary health care organizations that combine primary health care services with health promotion programming and community capacity building.

“If it weren’t for the Health Centre, I don’t know where I’d be.”

CLIENT SATISFACTION SURVEY, 2014/15

Health Centre services are provided by an interdisciplinary team of community health workers, family doctors, nurse practitioners, nurses, social workers, dietitians, medical secretaries and support staff. In addition to medical services, we offer programs that address the social determinants of health. These factors include income, education, employment, housing, food security, recreation and social supports. We are proud to be fully accredited by the Canadian Centre for Accreditation by meeting 100% of the Requirements and Leading Practice Standards.

“Finding a way to discuss my issues in a language that I understand – there is nothing compared with that.”

CLIENT SATISFACTION SURVEY, 2014/15

When accessing mainstream healthcare, our clients may experience cultural or language barriers, social barriers associated with poverty and addiction, geographical barriers, or barriers related to complex mental health or medical needs. We advocate for our clients, for system change and for healthy public policy across the range of the social determinants of health.

Most of our programs fall within the following areas:

- Children, Youth and Families
- Diabetes and Chronic Diseases
- Hepatitis C Care and Support
- Immigrant and Ethnocultural Communities
- Mental Health Care
- Options Clinic: Anonymous HIV Testing
- Poverty and Homelessness
- Primary Health Care

Active Clients 6,618
Face to Face Client Encounters 32,254
Countries of Origin (of clients) 124
Languages Spoken (by clients) 41
Volunteers 173+
Staff 95



Our Vision

Building opportunities for healthy and inclusive communities.

Our Mission

We provide inclusive and equitable health and social services to those who experience barriers to care, and we foster the active participation of individuals and the communities that we serve.

Our Core Values

At the Health Centre we commit to: social justice, equity, caring, inclusion and respect.

Accessing Services & System Navigation

Systems Navigation provides support for both potential and existing Health Centre clients. Call us to speak with a Systems Navigator about becoming a client, getting involved, or accessing other community supports and services.

**Donate, become a volunteer,
or learn more about the
Health Centre at lihc.on.ca**

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London, Ontario N5W 2Z1
Tel: 519-660-0874
Fax: 519-642-1532

HOURS: MON 9-5, TUES 9-9
WED 9-9, THURS 10:30-5, FRI 9-5

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London, Ontario N5V 1R9
Tel: 519-659-6399
Fax: 519-659-9930

HOURS: MON 9-9, TUES 9-5
WED 9-5, THURS 10:30-5, FRI 9-5



ON THE 4TH THURSDAY OF EVERY
MONTH WE WILL BE OPEN AT NOON.
(BOTH LOCATIONS)

lihc.on.ca

